User manual for Credit Control System

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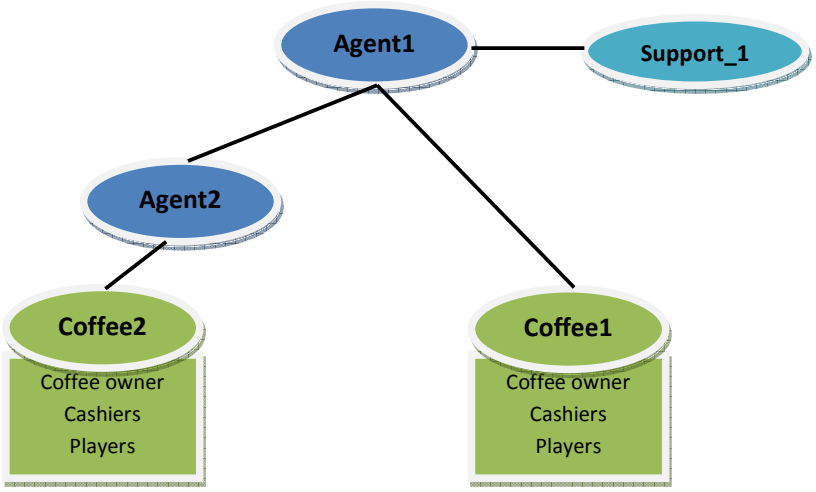
Credit Control System

Credit control system is responsible to manage the organization structure and to control of the credit flow in that structure. According to user's rights, he is able to manage players, cashiers in coffe, coffee owners or coffee agents and their support teams. User can transafer credits between this users, if he has rights to do that.



User roles:

- **Agent** - create another agents, coffee owners, cashiers, players or support users and can transfer credits from/to his account to/from any node below him
- **Coffe owner -** create cashiers and can transfer credits from/to his account to/from any user below him
- **Cashier -** can deposit/withdrawal players account
- **Support -** can create nodes below him, but can not transfer credits
- **Player -** Player in the coffee receive credits and login/password to the online casino with credits

Parent node can do everything (view, edit, delete) with his child (nodes) and also can do everything with child's accounts. Parent can transfer credits thru more levels directly to child node/user below him.

Detail of users

Backend:

- Agent
  - Create another agents (if he has permission)
  - Create/*edit/delete* coffees, cashiers/support users/players
  - Transfer credits from/to his account to/from child nodes
  - Deposits and withdrawal players account (transfer credits from/to his account to/from players account)
  - All another actions with nodes below him (e.g. reset password, disable account,…)
  - Can see reports following the tree structure
- Coffee owner
  - Create/*edit* cashiers/players
  - Transfer credits from/to his account to/from child nodes
  - Deposits and withdrawal players account (transfer credits from/to his account to/from players account)
  - All another actions with nodes below him (e.g. reset password, disable account,…)
  - Can see reports following the tree structure
- Cashier
  - Create*/edit* players
  - Deposits and withdrawal players account (transfer credits from/to his account to/from players account)
  - Can see reports following the tree structure
- Support users
  - Create another agents (if he has permission)
  - Create/*edit/delete* coffees, cashiers, players
  - Can **NOT** transfer credits
  - All another actions with nodes below him (e.g. reset password, disable account,…)
  - Can see reports following the tree structure

Frontend:

- Players

Cashier has his own account with his credits (transferred from coffee owner). If cashier need more credits, coffee owner (or levels above him) can retransfer him new credits. If player wants to withdrawal the account, he comes to cashier and gives him user name/password. Cashier will check game history (if necessary) and then he can withdrawal the account. Credits are then transferred from player's account to coffee's account.

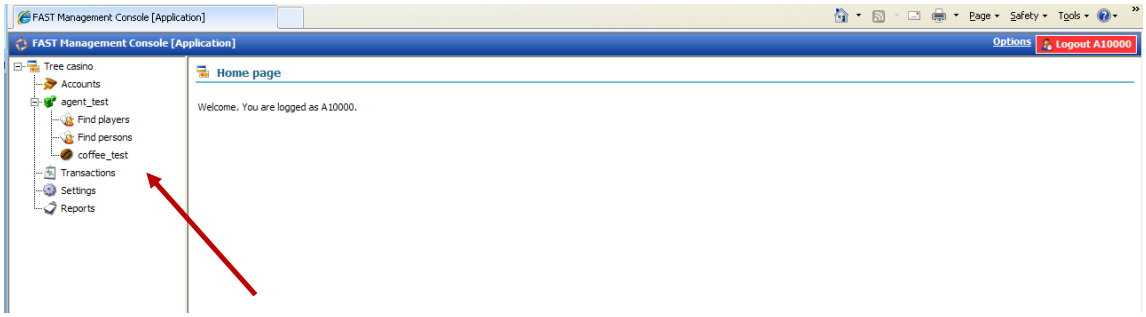
Player's account can be reused. Cashier can see all coffee's players.

Everyone in the system can see the details of played games for answer complaining (following to tree structure).

Backend user can create player's account. He can fill-in (edit) standard details of player (first name, last name, birth date, gender, address, city, country, zip, phone number – non of this fields are required). Players in some coffees don't have keyboard (only touchscreen is available). Login name and password must be possible to create (*edit*) only with digits. In login screen is virtual numeric keyboard.

Login

Start page with login into the system …….. After the user successfully logged-in he can see the structure of nodes (right click in node and “expand all”).



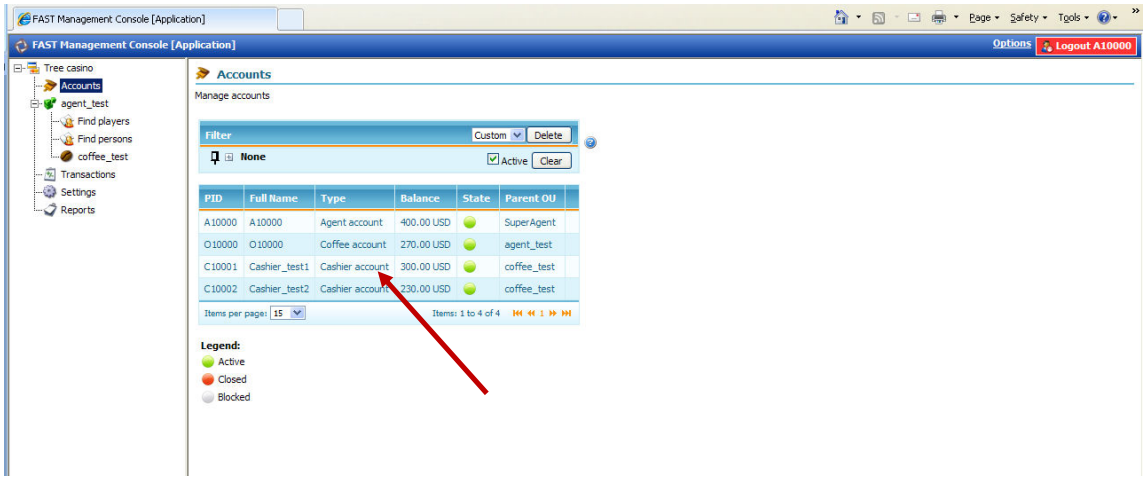
Modules

- Accounts – grid of accounts and balances
- **Tree structure of agents and coffees**
- Transactions – grid of transactions
- Settings – manage system parameters
- Reports

Accounts

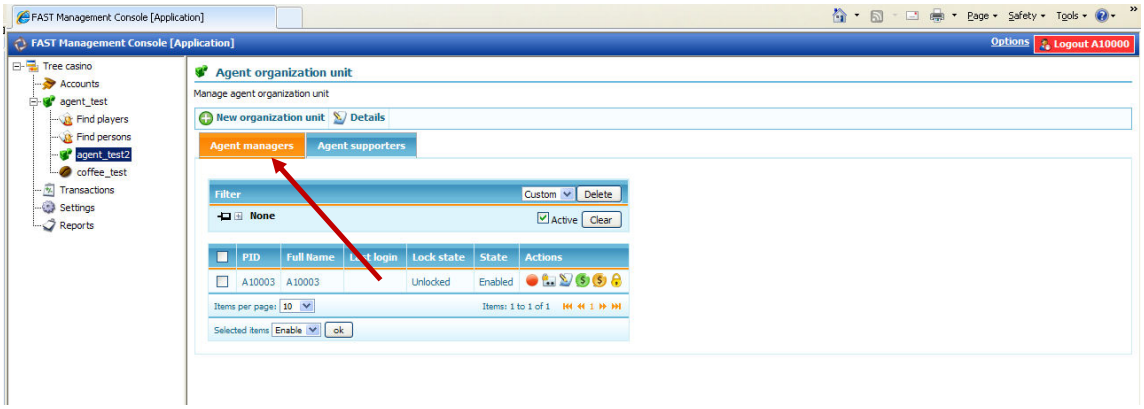
Grid of accounts with the actual balances.

- PID – Personal ID (login)
- Full Name – settable for each account
- Type –description of account (agent account, coffee acc., cashier acc.)
- Balance – actual balance of account
- State – red or green point (if its red, the account is blocked)
- Parent OU – parent OU of account



Agent Organization Unit

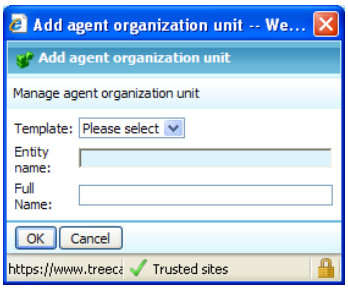
- PID – Personal ID (login)
- Full Name - settable for each account
- Last Login – date/time of last login
- Lock state
    - unlocked,
    - soft lock – after few not successful try to log-in, unlocked after 30min
    - hard lock – if there are more tries to log-in to system, the account will be hard locked and only administrator can unlock this account
- State - enabled/disabled, if state is disabled, user with this account cannot log-in to system
- Action – buttons with different actions



Create new OU

Agent user can create new organization units (agents or coffees). By clicking on “New Organization Unit” (New OU) button

- Template: choose from agent OU or coffee OU
- Entity name – name of OU (e.g. Agent J.H.)
- Full name – full name for account owner (e.g. John Head)



Actions for agent managers

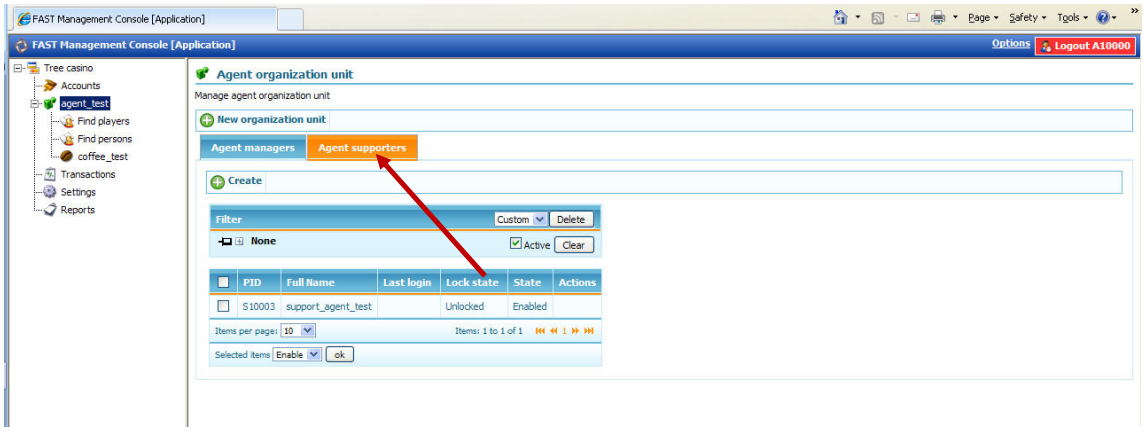
There are several actions in grid for agent;

- Enable/Disable – disabled agent can no longer log into the system
- Reset password - change the password for agent (password will appear in new window)
- Set password – set the password for agent
- Edit (detail) - edit the full name for agent
- Send money – send credits from users account to agent's accounts
- Take money – take credits from agent's account to actual logged user
- Reset cashbook feature
- Permisions – change the permissions for agent (possibility to create new agent OU, possibility to create new support users)

This actions are not available for actual logged user (e.g. User can not transfer credit via Send/Take money to themselves)

Agent Supporters (support users)

By clicking on Agent supporters will appear grid with support users.



"CREATE" button will create new support user. Support users can create new OU (if they have permissions), check all transaction a game history, but they cannot create transactions (send money/take money buttons are disabled).

Coffee organization unit

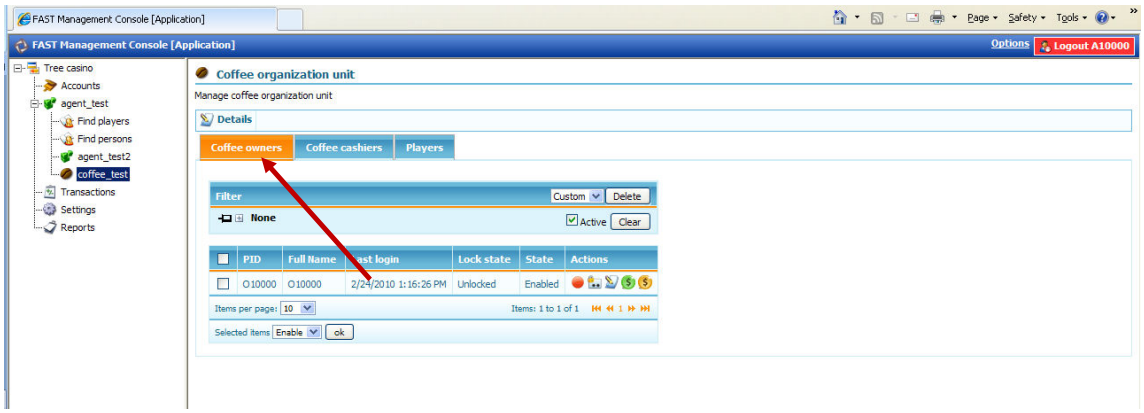
- PID – Personal ID
- Full name – settable for each account
- Last login – date/time of last login
    - Lock state unlocked,
    - soft lock – after few not successful try to log-in, unlocked after 30min
    - hard lock – if there are more tries to log-in to system, the account will be hard locked and only administrator can unlock this account
- State - enable/disabled, if state is disabled, user with this account cannot log-in to system
- Action – buttons with different actions

Actions for Coffee owners

There are several actions in grid for coffee owner;

- Enable/Disable – disabled coffee owner cannot longer log into the system
- Reset password - change the password for coffee owner (password will appear in new window)
- Set password – set the password for coffee owner
- Edit (detail) - edit the full name for coffee owner
- Send money – send credits from users account to coffee's accounts
- Take money – take credits from coffee's account to actual logged user
- Reseting cashbook feature
- Permissions

This actions are not available for actual logged user (e.g. User can not transfer credit via Send/Take money to themselves)



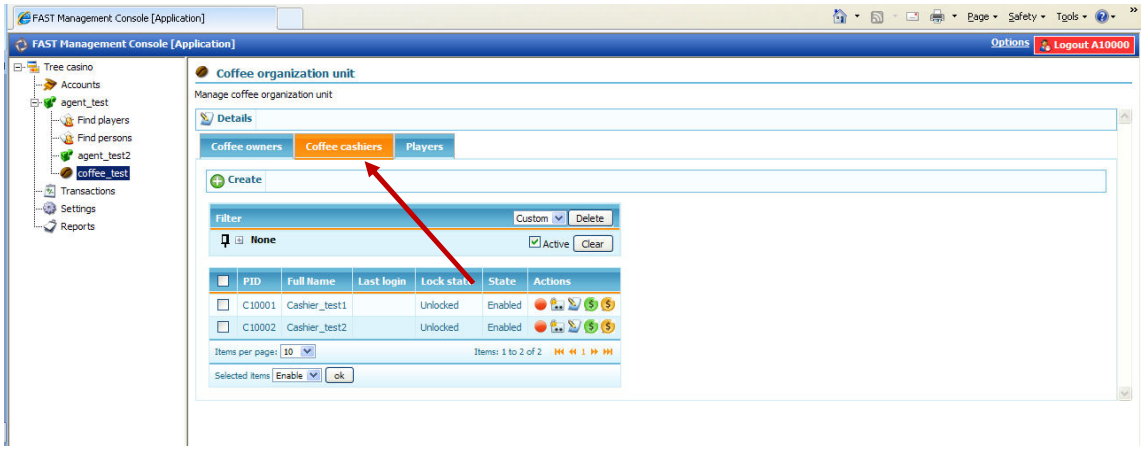
Actions for Coffee cashiers

Button **Create** will establish new coffee cashier for coffee with his account;

There are several actions in grid for coffee cashiers;

- Enable/Disable – disabled coffee cashier cannot longer log into the system
- Reset password - change the password for coffee cashier (password will appear in new window)
- Set password – set the password for the cashier
- Edit (detail) - edit the full name for coffee cashier
- Send money – send credits from users account to coffee's accounts
- Take money – take credits from coffee's account to actual logged user
- Reseting cashbook feature

This actions are not available for actual logged user (e.g. User can not transfer credit via Send/Take money to themselves)

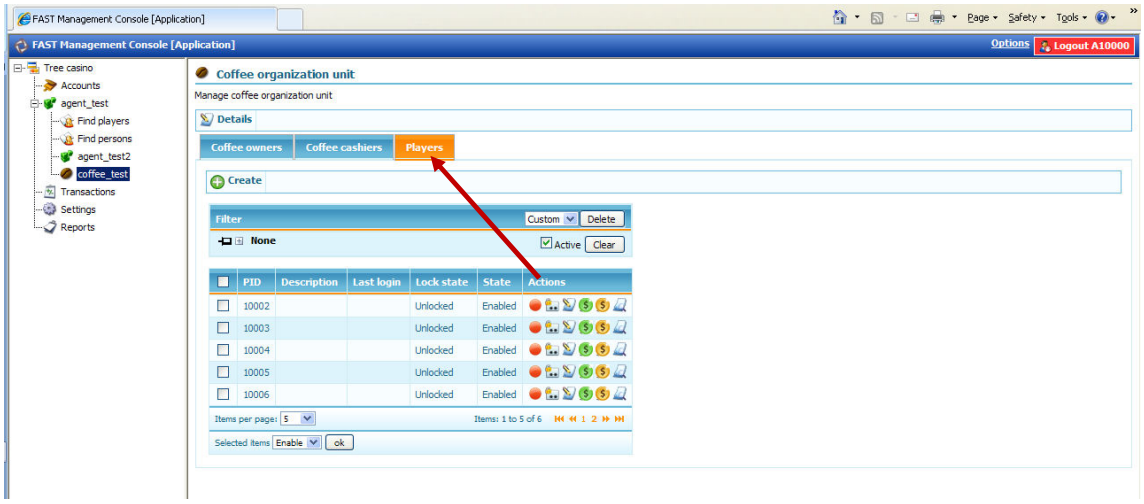


SZ

Actions for players

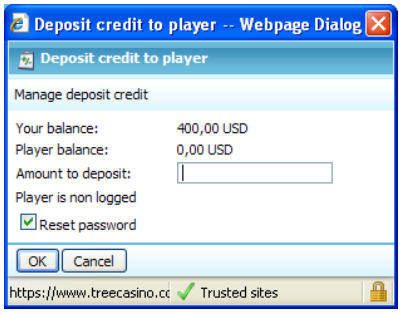
There are several actions in grid for players;

- Enable/Disable – disabled coffee cashier cannot longer log into the system
- Reset password - change the password for player (password will appear in new window)
- Set password – set the password for the player
- Edit (detail) - edit the full name for coffee cashier
- Deposit – send credits from users account to coffee's accounts
- Withdrawal – take credits from coffee's account to actual logged user
- Game History – detailed history of all player's games



Deposit players account

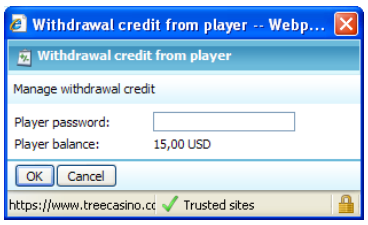
By click on Deposit icon, new window will appear. Users balance is displayed. User will fill in "Amount to deposit". Credits are transferred to players account. If "Reset password" is checked new player's password is generated and user will be informed.



Deposit icon is red if the player is still logged in, or he has non-zero balance, else deposit icon is green. It is not recommended to deposit this account.

Withdrawal player's account

User will find players account from list of all player's accounts and by clicking on withdrawal icon (yellow $) . New window will appear and player's balance is displayed.



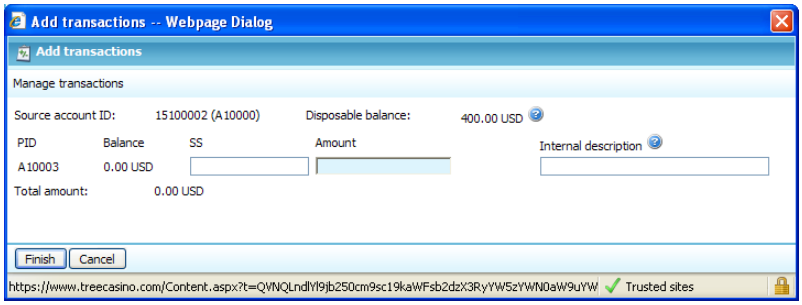
By clicking on OK withdrawal is completed and credits are transferred from player to coffee's account. User can authentificate player, by fill in the field "Players password". Withdrawal is successful , then withdrawal is successful only if password are equal. If user leave the password blank – the withdrawal will be successful (there will be no control of the actual player's password).

Send/take money for backend users (agents, coffee owners/cashiers)

Send money - by clicking on send money button will appear new window. Source account is actual logged user account. User will fill-in amount. Amount of credits are transferred from account from logged users to selected user.

Take money – by clicking on take money button will appear new window. Destination account is actual logged user account. User will fill-in amount. This amount is transferred from selected users to actual logged user.

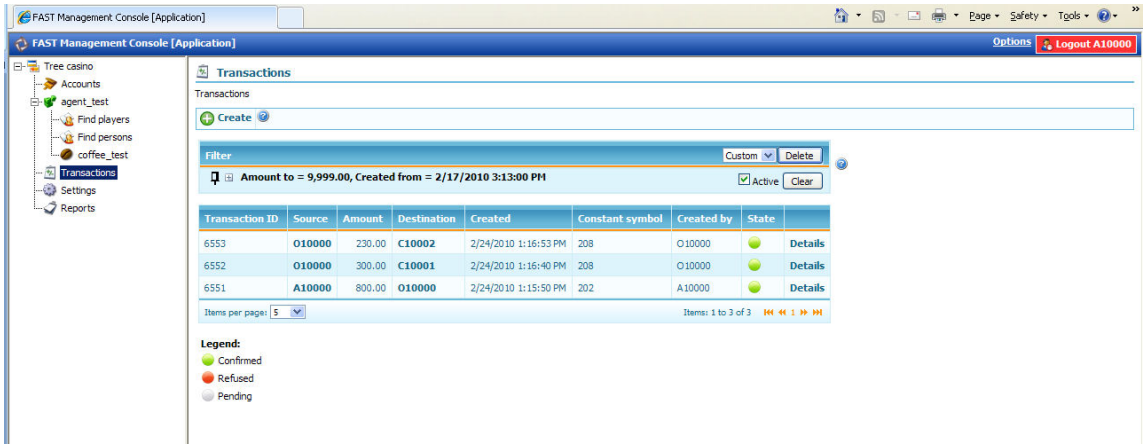
Users can fill-in additional information for transaction: Specific Symbols (SS – numeric only) and Internal Description (text field)



Transactions

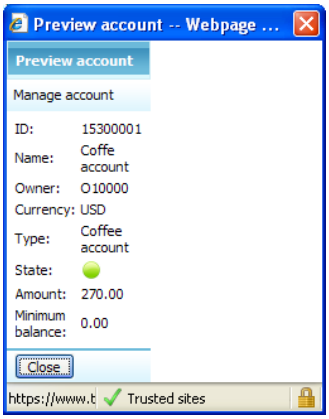
Grid with all transactions.

- Transaction ID
- Source – source account
- Amount – credits transferred in transaction
- Destination – destination account
- Created – transaction date
- Constant symbol –
    - 200 – upper OU credit (to agent)
    - 202 – lower OU credit (to coffe)
    - 204 – User credit (to player)
    - 208 – OU person account credit (to cashier)
- Created by – who has created transaction
- State
- Details

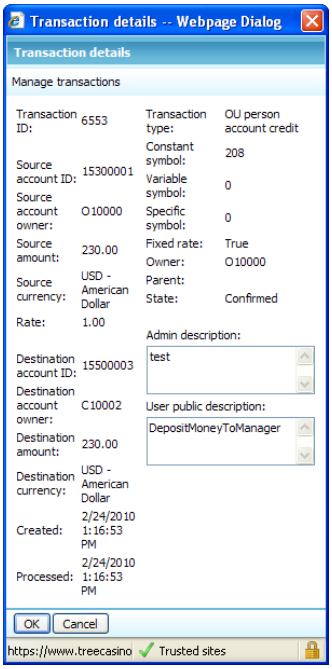


User manual for Credit Control Flow

If user clicks on Source or Destination, new window will appear with details of account

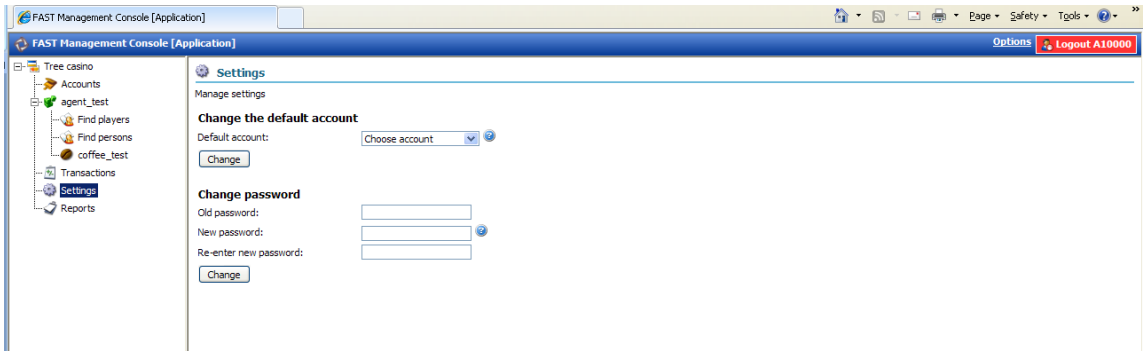


Details of transaction (click on Detail)



Settings

Manage settings of system.

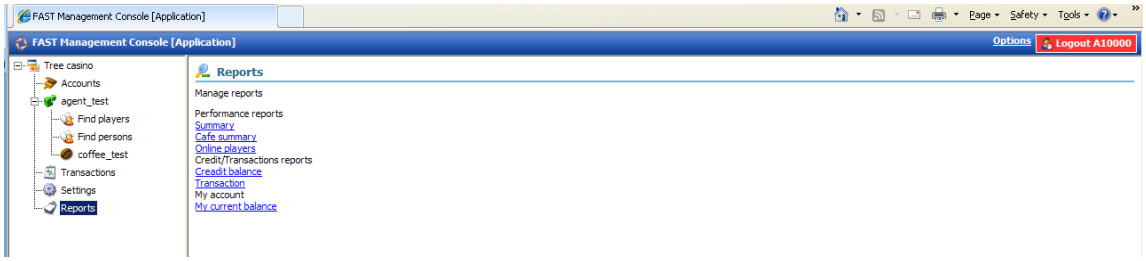


- Change the default account.
- Change the password

Reports

There are several reports available in system

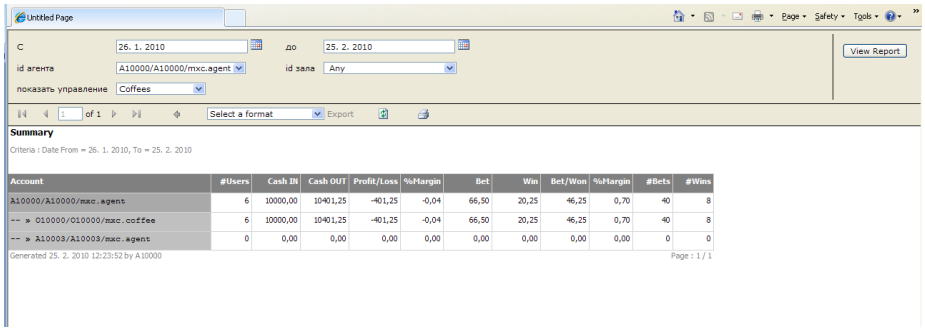
- Summary – summary of all IN/OUT, BET/WON, GAMES PLAYED/GAMES WON regarding to the tree structure
- Coffee summary – summary of all IN/OUT, BET/WON, GAMES PLAYED/GAMES WON group by coffees
- Online players – actually online players
- Credit balance – actual credit balance in whole tree structure
- Transaction – all transaction in system
- My current balance – actual credit balance in user's account



User manual for Credit Control Flow

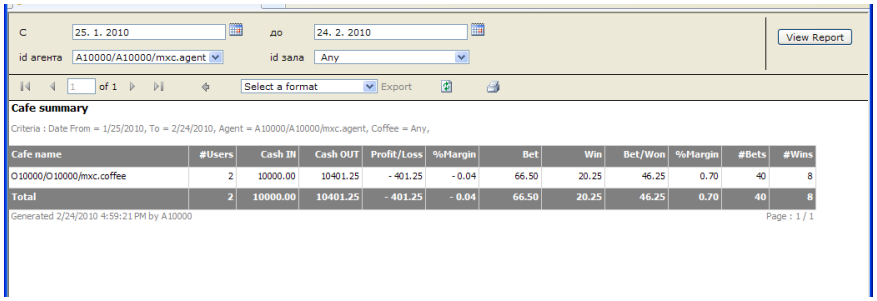
Summary report

Summary of all IN/OUT, BET/WON, GAMES PLAYED/GAMES WON regarding to the tree structure


Untitled Page
С 26. 1. 2010 до 25. 2. 2010
id агента A10000/A10000/mxc.agent id зала Any
показать управление Coffees
View Report
of 1 Select a format Export
Summary
Criteria : Date From = 26. 1. 2010, To = 25. 2. 2010
Account #Users Cash IN Cash OUT Profit/Loss %Margin Bet Win Bet/Won %Margin #Bets #Wins
A10000/A10000/mxc.agent 6 10000,00 10401,25 -401,25 -0,04 66,50 20,25 46,25 0,70 40 8
-- » O10000/O10000/mxc.coffee 6 10000,00 10401,25 -401,25 -0,04 66,50 20,25 46,25 0,70 40 8
-- » A10003/A10003/mxc.agent 0 0,00 0,00 0,00 0,00 0,00 0,00 0,00 0,00 0 0
Generated 25. 2. 2010 12:23:52 by A10000
Page : 1 / 1

Caffee summary report

Summary of all IN/OUT, BET/WON, GAMES PLAYED/GAMES WON group by coffees

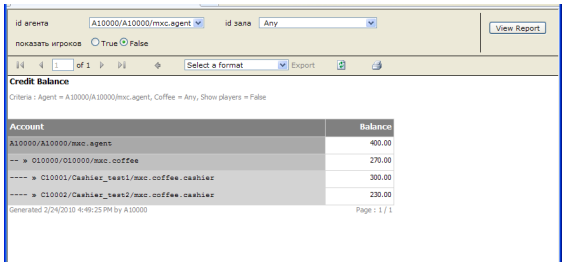

С 25. 1. 2010 до 24. 2. 2010
id агента A10000/A10000/mxc.agent id зала Any
View Report
of 1 Select a format Export
Cafe summary
Criteria : Date From = 1/25/2010, To = 2/24/2010, Agent = A10000/A10000/mxc.agent, Coffee = Any,
Cafe name #Users Cash IN Cash OUT Profit/Loss %Margin Bet Win Bet/Won %Margin #Bets #Wins
O10000/O10000/mxc.coffee 2 10000.00 10401.25 - 401.25 - 0.04 66.50 20.25 46.25 0.70 40 8
Total 2 10000.00 10401.25 - 401.25 - 0.04 66.50 20.25 46.25 0.70 40 8
Generated 2/24/2010 4:59:21 PM by A10000
Page : 1 / 1

Online players report

Number of actual played players

Credit balance report

Actual credit balance of all nodes regarding the tree structure

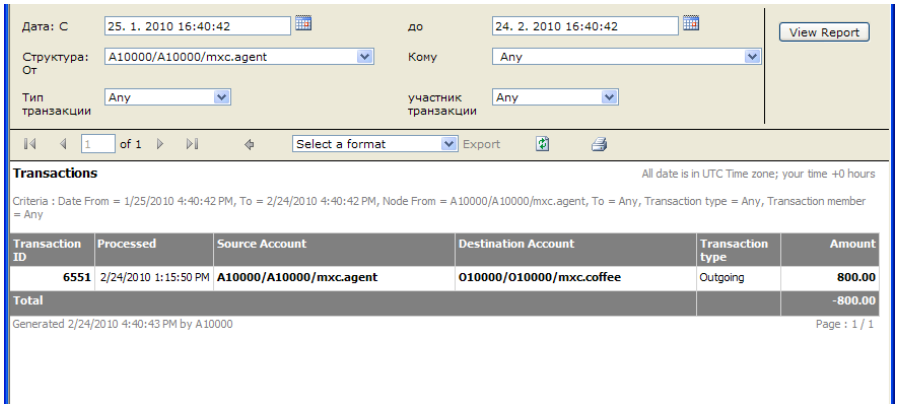

id агента A10000/A10000/mxc.agent id зала Any
показать игроков True False
View Report
of 1 Select a format Export
Credit Balance
Criteria : Agent = A10000/A10000/mxc.agent, Coffee = Any, Show players = False
Account Balance
A10000/A10000/mxc.agent 400.00
-- » O10000/O10000/mxc.coffee 270.00
---- » C10001/Cashier_test1/mxc.coffee.cashier 300.00
---- » C10002/Cashier_test2/mxc.coffee.cashier 230.00
Generated 2/24/2010 4:49:25 PM by A10000
Page : 1 / 1

User manual for Credit Control Flow

Transaction report

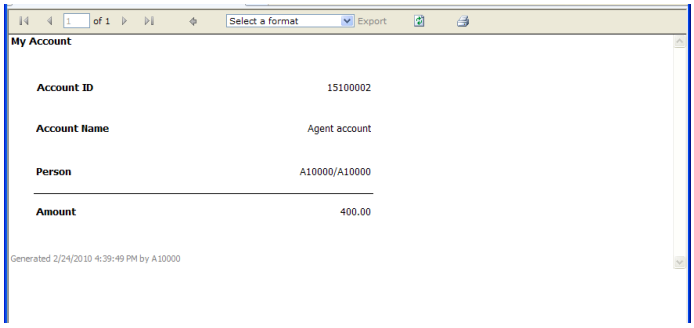
List of all transaction in system

- Date from-to
- From account
- To account
- Transaction type (any, incoming, outgoing)
- Type of user (to any, to agents, to coffees, to cashiers, to players)



My current balance report

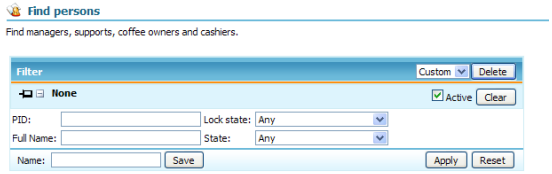
Actual credit balance in user's account



Filters

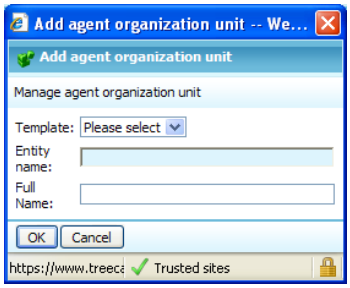
Every grid in system has powerful filter in the beginning

With the pin +/- user can show/hide the filter. He will fill-in information for filter and click on **Apply**. System will filter only relevant rows. Wild cards "*" are also available (e.g. PID: "A*" will find all agents). Button **Clear** will clear the all fields. **Reset** will delete the filter. All filters can be named and saved for using in the future, just write name and click on **Save**. In the upper right corner of filter is combo box with all saved filter.



How to create tree structure of agents and coffees

Agent can create tree structure of agents and coffees. All agents can have one or more sub-agents or one or more coffees. In module with tree structure of agent and coffees, user will choose specific agent and click on "**New organization unit**".

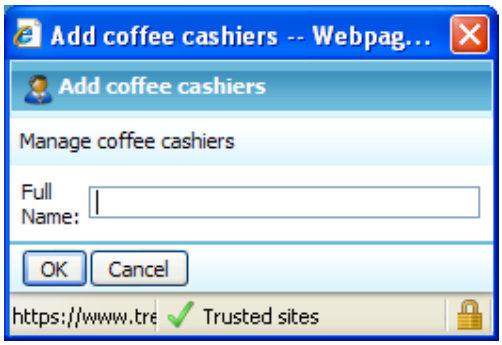


- Template: choose from agent OU or coffee OU
- Entity name – name of OU (e.g. Agent J.H.)
- Full name – full name for account owner (e.g. John Head)

If user fill-in fields "Template", "Entity name" and clicks OK, new organization unit (agent or coffee) is created under the specific parent agent

How to create coffee cashiers

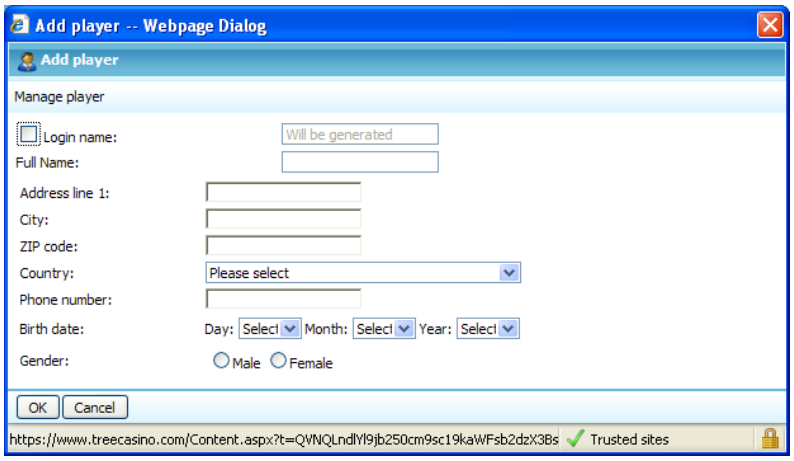
User choose coffee and clicks on Tab "**Coffee cashiers**". Button "**Create**" displays new window.



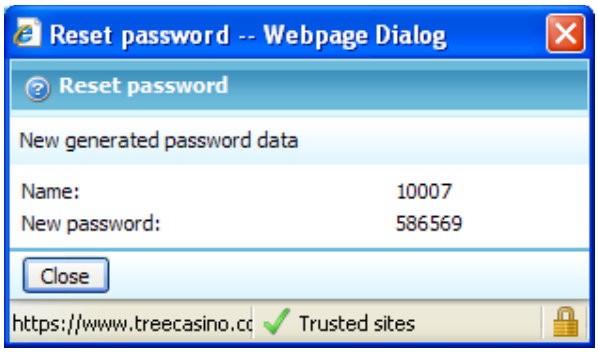
Full name of cashiers is needed. By clicking on OK, new cashier is created.

How to create players

User choose coffee and clicks on Tab "**Players**". Button "**Create**" displays new window.



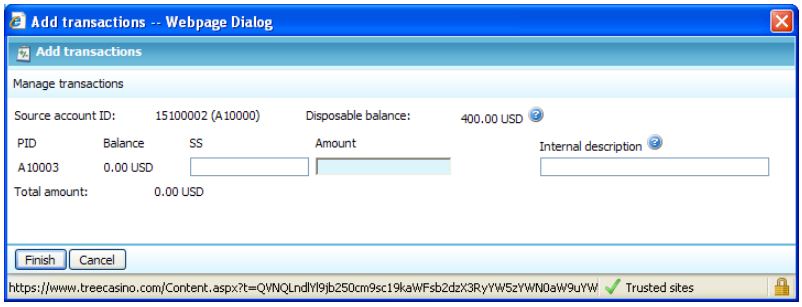
If user just clicks on OK, automatic users with defaults login name (numeric) and password is created, but user can also change default login name and setup all personal information for player. After successful creating of new player, login name and password is displayed.



How to send credits to agent/coffee

User can send or take credits from each agent or coffee (coffee owner or cashier) below to him. User will choose specific agent or coffee's user (coffee owner or cashier). In column "**Actions**" is green and yellow icon with symbol "$".

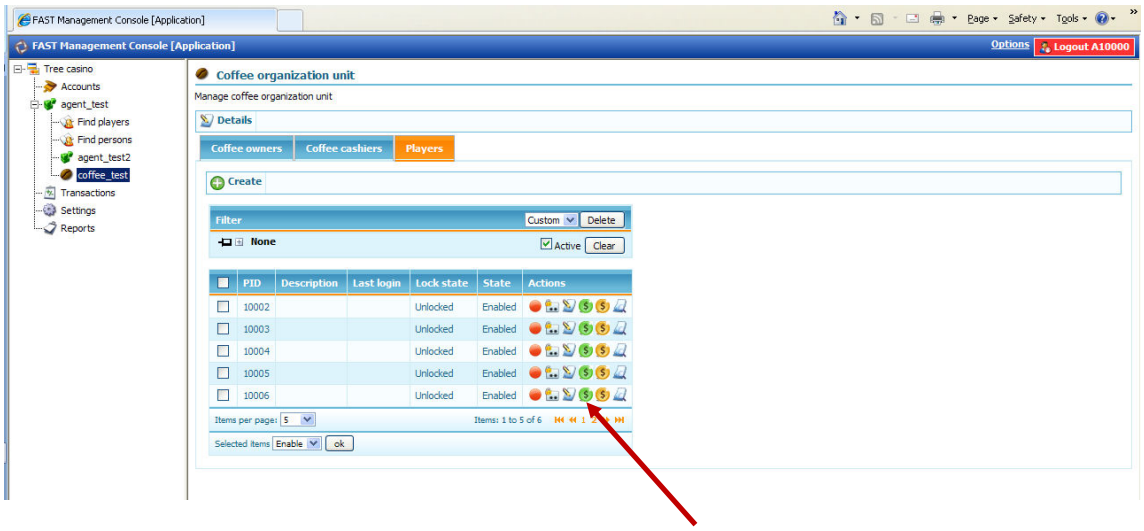
Green icon means send credits from user's account to specific agent/coffee.
Yellow icon means to take credits from specific agent/coffee to user's account.



- SS – specific symbol is optional numeric variable for transaction
- Amount – how much credits user will send/take
- Internal description – optional text variable for transaction

How to deposit/withdrawal player's account

User choose Tab "**Players**" in coffee. There are icons with symbol "$" in "**Actions**" column.

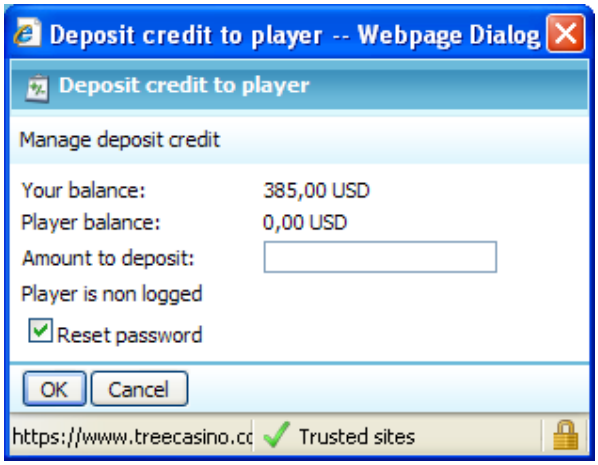


Green/Red icon means deposit credits to player's account. Green icon is if player's account is zero and player is not logged in. Red is icon is if player's account is non-zero or player is still logged-in. Yellow icon means to withdrawal credits from player's account.

User manual for Credit Control Flow

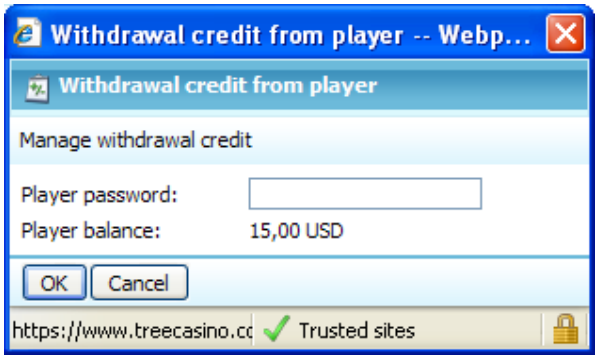
Deposit

User click on deposit icon (green or red $) and will fill-in "**Amount to deposit**" to player's account. If checkbox "**Reset password**" is checked, new password is generated and displayed.



Withdrawal

User can withdrawal player's account by clicking on yellow icon in list of players. New window is displayed. If player just clicks on OK, players account will be cleared. User can authorize the withdrawal by asking player's password and fill the field "**Player password**". Withdrawal will be successful only if typed password is equal with the player's really password.



How to view coffees performance

In module reports is **Coffee summary report**

User can filter with from-until date and choose main Node to filter agents or coffees. By clicking on View Report - summary of all IN/OUT, BET/WON, GAMES PLAYED/GAMES WON group by coffees will be displayed.